

## **HUMAN RESOURCE ENTERPRISE – EMPLOYEE RESOURCE INFORMATION CENTER (ERIC)**

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There are many misc applications that run under the umbrella of Human Resource Enterprise (HRE) but are not regularly running, or are stand alone systems. They are covered in this product description.

The hours of support required for ERIC are listed below.

Application	Support Hours	Days of Week
Employee Gateway	Business Hours	Monday - Friday
Case Management	Business Hours	Monday - Friday
On-Boarding	Business Hours	Monday - Friday

### **Product Features and Descriptions**

On-boarding/Case Management Interface	We send new hire and rehire records to the vendor. We receive new hire/rehire updates from the vendor. We send a file containing all active state employees to the vendor for case management. DTS support for these products is limited to the products written by its staff. While DTS staff supports the interfaces between HRE and these products, the vendor supports it's cloud-based application.
General Production Support	This is the effort given to ensure normal daily operations.

### **Features Not Included**

Feature	Explanation
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## Product Description

All items not included in the design	Functionality that is not included in the design of the HR misc systems or explicitly required and agreed upon as an enhancement is not included
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## Rates and Billing

Feature	Description	Base Rate
Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	See DTS Approved Rate unless specified in a separate SBA.
Hosting Services	The Department of Technology Services (DTS), Hosting Services product involves the management of servers, storage, and backup/restore services for executive branch agencies within the State.	See Current Hosting Product Description

## Ordering and Provisioning

Application enhancement and updates may be requested by contacting the DHRM DTS IT support group in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DHRM

## DTS Responsibilities

DTS is responsible for:

1. Utilizing DTS methodologies for development and first round testing of changes to the application
2. Being able to customize the deliverable as requested by the customer
3. Maintaining the system per the request of the user within the hourly rate
4. Managing the project for making enhancements
5. Nightly backups
6. Restores as necessary
7. Server administration and management where the system resides
8. Programming and unit testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
9. Internet and network connectivity as needed
10. Define technical requirements for enhancement requests and legislative changes.
11. Provide Project Management
12. Performing back-end database updates to fix bad data causing problems in the application.
13. Evaluate proposed legislation with respect to its impact on DHRM application. Identify changes to the application necessary to implement the legislation and estimate the DTS effort required to make the changes.

## Agency Responsibilities

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## Product Description

The Agency is responsible for:

1. Providing direction and guidance for the scope of maintaining the system
2. Following change processes if the scope of the project changes
3. Providing access to needed business resources for information gathering
4. Training users of the system and creating and maintaining all application functionality documentation of the system

## DTS Service Levels and Metrics

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## Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Interface to UMD	Available as system is needed for operations
Payroll Interface	Available as system is needed for operations
Time Entry Interface	Available as system is needed for operations
On-boarding Interface	Available as system is needed for operations
Fiscal Year End Processing	Available as system is needed for operations
Standard Reporting	Available as system is needed for operations
General Production Support	Available as system is needed for operations
Data Extracts	Available as system is needed for operations
Web based Employee Profile	This system will be available 24 X 7 365. DTS will provide support during DHRM regular business hours.
Compensation/Benefits: DSE (DHRM Survey Expert)	Available as system is needed for operations

### Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

### Initial Response:

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## Product Description

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied